

# Improving Team Effectiveness Case Reviews: A Virtual Case Conference on Burnout and Team Health

**Kristin Edwards, MD, FACP, CPE**

Medical Director of Palliative Care  
Yale New Haven Health --Bridgeport Hospital

**Kim Wills-Rinaldi, LCSW**

Social Worker  
Yale New Haven Health --Bridgeport Hospital

**Lisa Vitucci, LCSW**

Social Worker  
OptumCare Supportive Care

**Ciara Fiorello, RN**

Registered Nurse  
OptumCare Supportive Care

Facilitated by Andy Esch, MD, MBA and Tom Gualtieri-Reed, MBA

# Join us for upcoming CAPC events

## → Upcoming Webinar:

- **Chronic Care Management in Practice: How, When, and Why to use the CCM & CCCM Codes to Maximize Provider Reimbursement with Cheyenne Balsley and Andy Esch, MD, MBA**  
November 29, 2018 at 12:30pm ET

## → Virtual Office Hours:

- **Improving Team Effectiveness with Tom Gualtieri-Reed, MBA and Andy Esch, MD, MBA**  
October 31, 2018 at 2:00pm ET
- **Planning for Community-Based Care: Getting Started with Jeanne Sheils Twohig, MPA**  
November 1, 2018 at 12:30pm ET

[Register at www.capc.org/providers/webinars-and-virtual-office-hours/](http://www.capc.org/providers/webinars-and-virtual-office-hours/)

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# Case 1

Jane, APRN, and Bob, LCSW, just returned from their second family meeting with the Smiths. As a team, they have spent hours with the family in the hospital, working to help Mr. Smith, who has been intermittently receptive or aggressive with staff and his dis-engaged spouse. Jane appears visibly upset and frustrated. “I feel like I failed, and I do not know what else to do” said Jane. Bob too, said that he felt helpless that he was not able to better understand what the spouse needed to help herself and her husband.

In this case we will discuss:

- What are the signs that you or other team members are experiencing burnout?
- How do you establish a team culture that reinforces healthy boundaries and a support network for difficult cases or situations?
- What strategies can be put in place to avoid the sense of helplessness and even sadness that can occur when caring for patients with challenging circumstances?

# Case 2

In this morning's interdisciplinary team (IDT) meeting, Dan snapped back at Lucy when she asked a simple question about a home visit follow up that Dan had conducted earlier this week. Dan's supervisor, Jasmine, has noticed that Dan has been dropping "snarky" remarks during team meetings. Since he is out on the road traveling alone to see patients, Jasmine has not been able to see how he is interacting with patients. She has growing concerns with his professionalism within the team but doesn't want to create conflict.

In this case we will discuss:

- What are some causes of conflict among team members? (e.g. Role clarity, differences in clinical opinion, personality differences)
- What are ways to approach an individual, or the entire team, when conflicts arise?
- What strategies can be put in place to balance open discussions and debate while proactively addressing behavior issues before they become disruptive to the team?

# Improving Team Effectiveness Series

- Keep the conversation going in the *Improving Team Effectiveness* virtual office hours. Next session is **Oct 31, 2018 at 2pm ET**. Register on [capc.org](http://capc.org) or CAPC Central Virtual Office Hours pages.
- CAPC Monograph: “Strategies for Maximizing the Health/Function of Palliative Care Teams”
- Check out our *Quick Tips* on the [Improving Team Effectiveness page](#) in CAPC Central

Quick Tips: Improving Team Effectiveness

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## CAPC Quick Tips #1: Hiring New Team Members

Having a hard time finding qualified staff? In a rush to hire, do you sometimes overlook whether or not someone will be a good fit for the team? A new team member can bring wonderful energy and new skills, or create conflict and be disruptive to the rest of the team. Read on to learn how to hire for a stable, high-performing team.

### Practical Tips and Lessons Learned from the Field

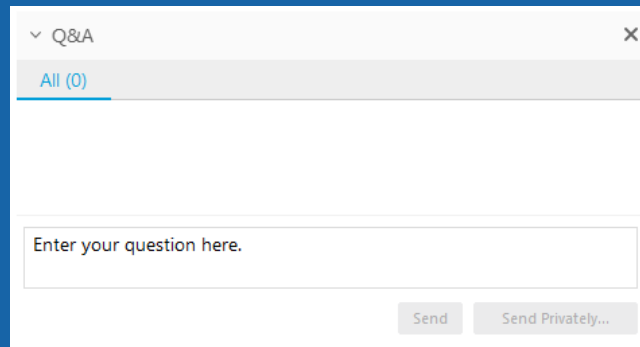
1. **Be clear on what is needed in the position, and make sure the entire team is aware of the position's purpose and role.** This will help not only in screening for candidates, but also with current team members who can help find good candidates.
2. **Make sure there is clear funding and support from administration.** Candidates have a lot of options and are more likely to choose a program that has demonstrated stability and commitment from the organization.
3. **Develop a plan for marketing the position.** What is distinct about your organization, the region, or this role? Why would someone take this position? Where will you post the job? Who can help you recruit? Human resources, professional recruiters, the palliative care team, and networking with other palliative care colleagues can all be helpful.

Register for all upcoming events at:  
[www.capc.org/providers/webinars-and-virtual-office-hours/](http://www.capc.org/providers/webinars-and-virtual-office-hours/)

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# Questions?

Please type your question into the questions pane on your WebEx control panel.



The image shows a screenshot of the WebEx Q&A interface. At the top, there is a dropdown menu labeled 'Q&A' with a downward arrow and a close button 'X'. Below this is a header bar with the text 'All (0)'. The main area is a large empty text box for entering a question. At the bottom of the text box, there is a placeholder text 'Enter your question here.'. Below the text box are two buttons: 'Send' and 'Send Privately...'.